



Understanding the Complaint Process

- ***Who can file a complaint?***

Anyone who believes they have witnessed misconduct on the part of a Riverside Police Officer may file a complaint.

The Community Police Review Commission ("CPRC") only reviews complaints against police officers employed by the Riverside Police Department ("RPD").

- ***How do I file a complaint?***

A complainant may file a complaint in person, in writing, or by telephone. To make the complaint, a complainant may contact either the office of the CPRC, or a RPD station.

The office for the CPRC is located in Riverside City Hall, 3900 Main Street, on the Sixth Floor. Business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The phone number is (951) 826-5509.

The RPD has 3 main stations that serve the public. Orange Station is at 4102 Orange Street, in the downtown area. The phone number is (951) 826-5700.

The Magnolia Policing Center is at 10540-B, Magnolia Avenue, near the Galleria at Tyler. The phone number is (951) 353-7606.

The Field Operations Division is at 8181 Lincoln Avenue, near the Auto Center. The phone number is (951) 351-6099

- ***What should I bring when I make a complaint?***

The complainant should bring all available related and supportive information. This might include witness information, such as names and contact numbers. Physical evidence, such as photos, videos, and e-mails may be helpful. When possible, it is a good idea to make copies of such items, and to retain the originals.

CPRC staff is able to assist you in completing a complaint form, explaining the complaint process, in making copies, or answering any questions.

- ***What happens after I make a complaint?***

After your complaint is received, an investigation will begin. The Internal Affairs Unit of the RPD conducts most initial investigations. An investigator or supervisor from the RPD will contact you, and ask to interview you about the complaint.

The investigator will also attempt to identify and interview all other involved parties, as well as the officer(s) named in the complaint. The investigator then completes a report documenting all of the obtained information. By state law, the report is confidential.

- ***How is the CPRC involved in the complaint process?***

After the RPD completes the investigation, the reports are sent to the CPRC where they are reviewed for accuracy and thoroughness. If necessary, the CPRC will use its own private investigators to conduct a follow-up investigation.

When the investigation is complete, the CPRC will meet to conduct case review. Case review is confidential, and not open to the public. The CPRC reviews the case, and makes a finding on each allegation.

The CPRC then submits its findings in the form of a recommendation to the City Manager.

- ***How will I know what is going on with the investigation?***

At the outset, the office of the CPRC will send you a letter notifying you that your complaint has been received. Then, the CPRC will send you a follow-up letter every 90 days thereafter, until the investigation is complete.

Once the CPRC receives the completed investigation, you will be sent a letter notifying you of the date, time, and place where the CPRC will review your case investigation.

Finally, after the City Manager receives the CPRC recommendation, you will receive a letter notifying you of the final decision regarding the officer(s) actions.

- ***Will I have any opportunity to talk directly to the CPRC?***

Yes. Every complainant is invited to appear before the CPRC at the meeting where your complaint is reviewed. You will be given time to present your case directly to CPRC members. Details will be explained in a letter mailed to you.

- ***Where can I obtain a complaint form?***

Complaint forms are available at City Hall in the CPRC Office, at any Riverside Police Department station, and at all City of Riverside Community Centers:

La Sierra Center, La Sierra Park
Renck Center, Hunt Park
Ysmael Villegas Center, Villegas Park
Stratton Center, Bordwell Park

Arlanza Center, Bryant Park
Joyce Jackson Center, Nichols Park
Lincoln Community Center, Lincoln Park
Ruth Lewis Center, Reid Park